

BEST PRACTICES FOR INTERNATIONAL HOUSEHOLD GOODS SHIPPING

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THE MOVE

- Order number
- Registration number
- Shipper number
- Bill of lading number
- Customer number
- ID number
- Move number



Who are we moving?



- Order number
- Registration number
- Shipper number
- Bill of lading number
- Customer number
- ID number
- Move number

What?
We're moving to “*where*”?



How can you help?

LISTEN to their concerns

- School quality
- Safety and security
- Weather
- Health care
- Natural forces
- Language differences
- Pets

Gather information FOR the customer

- HHGFAA Web Site (member's section)
www.hhgfaa.org
- Internet
- Specialized firms

Assist the customer to become more informed

- Country overview (economy, government, medical)
- Fun tidbits (population, industry, median age, holidays)
- Currency, measurement system

How should they act?

Etiquette in the host country – Local customs

- Handshake vs. bow vs. kiss on the cheek?
- Titles and surnames
- Shoes – on or off
- Gifts

What are we moving?

- Grandma's antique china
- Sally Sue's baby pictures
- Billy Bob's sports trophies
- Aunt Anne's handmade quilt



WHERE IS MY HHG?!!!



How will it get there?

- Educate the customer
- International moving is much different than domestic moving

Air or by sea

Liftvans or loose load

Transit time

THE PHONE CALL



The person
who answers
the call
will set
the tone

How do I enhance the initial experience?

- Speak clearly and pleasantly
- Communicate a sense of urgency to solve the problem
- Apologize sincerely
- Find someone who can technically assist the customer – NOT VOICEMAIL!
- Call your own number!

How do I provide caring actions?

- Show courtesy
- Listen actively
- Explain what you are doing
- Look for an opportunity to serve

Communicate the service strategy within your own organization

Good service organizations know that communicating a service strategy is like taking a bath:

No matter how well you do it this time, you have to do it all over again, and frequently, if you are going to stay clean.

REVIEW

- Who are we moving?
- Where are they going?
- What are we moving?
- How will it get there?
- How do I enhance the initial experience?
- How do I provide caring actions?
- Communicate the service strategy within your own organization